

1. A method for managing customer service request reports, comprising:
receiving customer data in a mainframe database system;
generating a report for each of a plurality of customer requests based on the
customer data in the mainframe database system;

5 providing summaries of the reports to a printer emulator;
importing selected data from the report summaries into a spreadsheet; and
providing the spreadsheet to at least one terminal.

10 2. The method of claim 1, wherein customer data comprises customer
names, locations, and service request dates.

3. The method of claim 1, wherein the selected data comprises report
numbers and service request dates.

15 4. The method of claim 1, wherein customer data are received in the
mainframe database system based on the plurality of customer requests.

5. The method of claim 1, further comprising selecting at least one report
based on the selected data in the spreadsheet.

20 6. The method of claim 5, wherein a terminal operator selects the at least
one report by viewing the spreadsheet.

25 7. The method of claim 5, further comprising printing at least one report
based on the selected data in the spreadsheet.

8. A method for managing customer service request reports, comprising:
receiving customer data in a mainframe database system based on a plurality
of customer requests;
generating a report for each of the plurality of customer requests based on the
5 customer data in the mainframe database system;
providing summaries of the reports to a printer emulator;
importing selected data from the report summaries into a spreadsheet;
selecting reports based on the selected data;
printing the selected reports to the printer emulator; and
10 storing the printed reports on a storage device.

9. The method of claim 8, wherein customer data comprises customer
names, locations, and service request dates.

15 10. The method of claim 8, wherein the selected data comprises report
numbers and service request dates.

11. The method of claim 10, wherein the reports are selected based on the
service request dates.

20 12. The method of claim 8, further comprising saving the printed reports as
word processing documents.

13. The method of claim 8, wherein each of the reports includes a unique
25 report number associated with it.

14. The method of claim 13, further comprising saving the printed reports as word processing documents.

5 15. The method of claim 14, wherein a file name for each saved report comprises the report number.

16. The method of claim 8, further comprising connecting to the mainframe database system with a terminal emulator.

10 17. The method of claim 8, wherein a single computer comprises the printer emulator and the terminal emulator.

15 18. A method for managing customer service request reports, comprising:
receiving customer data, including service request dates, in a mainframe database system based on a plurality of customer requests;

generating a report for each of the plurality of customer requests based on the customer data in the mainframe database system;

assigning a unique report number for each of the generated reports;

providing summaries of the generated reports to a printer emulator;

20 importing selected data from the provided report summaries into a spreadsheet;

connecting to the mainframe database system with a terminal emulator;

selecting reports based on the service request date for each of the generated reports;

25 providing the selected reports to the printer emulator;

saving the provided reports as word processing documents; and

storing the saved reports on a storage device.

19. The method of claim 18, wherein a file name for each saved report comprises the report number.

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20. The method of claim 18, wherein the storage device comprises a file server.

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21. The method of claim 18, wherein a single computer comprises the printer emulator and the terminal emulator.

22. The method of claim 18, further comprising deleting the customer data from the mainframe database system.

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23. The method of claim 22, further comprising deleting the generated reports from the mainframe database system.

24. The method of claim 23, wherein each generated report is deleted after the generated report is selected and provided to the printer emulator.

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25. A system for managing customer service request reports, comprising:
a mainframe database system for receiving customer data, including service request dates, based on a plurality of customer requests;

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a computer comprising a printer emulator and a terminal emulator, and in communication with the mainframe database system; and
a file server in communication with the computer;

wherein the mainframe database system generates a report based on each of the plurality of customer requests, summaries of the reports are printed to the printer emulator, the terminal emulator connects to the mainframe database system and selects reports based on the summaries of the reports, the selected reports are printed to the printer emulator, and the printed reports are stored on the file server.

26. The system of claim 25, further comprising a local area network in communication with the file server.

27. The system of claim 26, wherein the stored reports are accessible from the local area network.

28. The system of claim 25, wherein the computer further comprises a spreadsheet.

29. The system of claim 28, wherein selected data from the printed report summaries are imported into the spreadsheet.

30. The system of claim 29, wherein the selected data comprise service request dates.

31. The system of claim 30, wherein the reports are selected based on the service request dates.

32. The system of claim 25, wherein the printed reports are stored on the file server as word processing documents.

33. A method for managing customer usage reports, comprising:
receiving customer data in a mainframe database system based on a plurality
of customer usage submissions;
5 generating a report for each of the plurality of customer usage submissions
based on the customer data in the mainframe database system;
assigning a unique report number for each of the generated reports;
selecting at least one of the generated reports for printing;
generating a file comprising report numbers for the selected reports;
10 providing the file to a printer emulator;
importing selected data from the file into a spreadsheet;
connecting to the mainframe database system with a terminal emulator;
providing the selected reports to the printer emulator; and
saving the provided reports.

34. The method of claim 33, wherein the provided reports are saved as
word processing documents.

35. The method of claim 34, further comprising storing the saved reports
20 on a storage device.

36. The method of claim 35, wherein a file name for each saved report
comprises the report number.

37. The method of claim 35, wherein the storage device comprises a file
25 server.

38. The method of claim 33, wherein a single computer comprises the printer emulator and the terminal emulator.

5 39. The method of claim 33, further comprising deleting the customer data from the mainframe database system.

40. The method of claim 39, further comprising deleting the generated reports from the mainframe database system.

10 41. The method of claim 40, wherein each generated report is deleted after the generated report is provided to the printer emulator.

15 42. A system for managing customer usage reports, comprising:
a mainframe database system for receiving customer data based on a plurality of customer usage submissions;

a computer comprising a printer emulator and a terminal emulator, and in communication with the mainframe database system; and

a file server in communication with the computer;

20 wherein the mainframe database system generates a report for each of the plurality of customer usage submissions based on the customer data, at least one of the generated reports is selected for printing, a file is generated comprising report numbers associated with the selected reports, the file is printed to the printer emulator, the terminal emulator connects to the mainframe database system, the selected reports are
25 printed to the printer emulator, and the printed reports are stored on the file server.

43. The system of claim 42, further comprising a local area network in communication with the file server.

44. The system of claim 43, wherein the stored reports are accessible from
5 the local area network.

45. The system of claim 42, wherein the computer further comprises a spreadsheet.

10 46. The system of claim 45, wherein selected data from the printed file are imported into the spreadsheet.

47. The system of claim 42, wherein the printed reports are stored on the file server as word processing documents.
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